**PBS LIBRARY**

**\*Purple = newly added to library**

**\*\*Listing is a video unless otherwise noted**

**DIRECT SUPPORT TOOLS**

Al Condeluci PHD:

* Social Capital

 The Key to Macro Change.

* he Essence of Interdependence

 Building Community For Everyone.

* The Macro Change Handbook

Organizing For Advocacy: Formal Steps to Macro Change.

* Together is Better

Creating a Community Where Each Person Belongs

The Challenge of Validation

Validation is a critical component of Dialectical Behavior Therapy, and a skill which practitioners will need to learn, practice, and fine tune in order to be truly effective. Dr. Ronda Oswalt Reitz talks with us about who benefits most by the use of validation. She also explains in detail the Six Levels of Validation as proposed by Dr. Marsha Linehan, the architect of Dialectical Behavior Therapy. Understanding and practicing these validation levels will help you as a clinician and the people you serve to engage each other in an open, trusting, therapeutic environment.

Coping: Helping People with Developmental Disabilities and Mental Health Issues Better Cope with Their Daily Problems

This DVD and CD-ROM are designed to assist staff in being more helpful and supportive when working directly with people who function in the mild/moderate levels of intellectual/ developmental disabilities (ID/DD) and who have mental health issues.

*\*\* This DVD and CD-ROM workbook contains instructional written materials saved as PDF files*

A Credo for Support (2 separate videos for use)

This powerful 5 minute video set to music offers a series of suggestions for people who care about and support someone with a disability. It prompts viewers to question the common perceptions of disability, professionalism and support. Designed for use in presentations, in service, staff training and orientation programs, this video can be a provocative catalyst for a dialogue on these issues.

Food & Behavior A Natural Connection

 Can what people eat really affect the way they behave?

The evidence says **yes!** In this book, Barbara Reed Stitt, a former Chief Probation Office and creator of a nutritional program which has helped

Thousands to lead healthy and productive lives, shows the link between food and behavior. The connection between food and behavior is so basic that it is being overlooked by parents, the school system, counselors and most of the medical professionals. Ask any hyperactive child, depressed, angry teenager, violent adult or criminal what they eat and you’ll find they “live” on junk food sweetened boxed cereals, candy, carbonated drinks, potato chips, fast foods. Junk food abuses the mind, undernourishes the body and distorts the behavior.

Heeling Neen, A Documentary

Healing Neen takes viewers on a journey to places and subjects that most find too difficult or uncomfortable to fathom.  But it is Tonier “Neen” Cain’s joyous spirit and astonishing inner-strength that leaps through the screen directly into viewers hearts, inspiring renewed hope and compassion for those still living on the fringes. Feeling safe for the first time in her life, Neen confronted the haunting childhood memories that she tried to numb with drugs: filth and chronic hunger, sexual assaults by neighborhood men, routine physical and mental abuse dished out by her drunken mother.  Realizing for the first time that she had been a victim, she began to heal and reclaim power over her life, embarking on a remarkable “upward spiral,” that has no limit.  Today, she works for the National Center for Trauma-Informed Care, dedicating her life to being a voice for those still lost and still silent.

HOPE:

on the street

I Love You Like Crazy:

 Being a Parent with Mental Illness.

Listen, Support, Empower: Techniques for Helping People with ID/DD with Their Daily Problems

People with intellectual and developmental disabilities will experience a problem and want our help. This DVD will NOT teach how to formally counsel, but rather it is applicable for the on-the-spot discussions. People with ID/DD need to vent to a supportive person and sometimes problem solving and advice are not needed. If problem solving is justified, staff needs to help the individual decide what is best for him/her through the exploration of available options.

*\*\* This DVD and CD-ROM workbook contains instructional written materials saved as PDF files*

Monica & David – Documentary

*Monica & David is a 2009 documentary by Alexandra Codina. The film focuses on the daily lives of Monica and David, a young married couple with*[*Down syndrome*](http://en.wikipedia.org/wiki/Down_syndrome)*. The film premiered on November 22, 2009 at*[*IDFA*](http://en.wikipedia.org/wiki/International_Documentary_Film_Festival_Amsterdam)*and has won Best Documentary Feature at the 2010 Tribeca Film Festival. Monica & David later had a television premiere on HBO on October 14, 2010.*

Motivational Interviewing – Professional Training

This series of videotapes (A-F), provides an introduction to motivational interviewing by the psychologists who developed it. The tapes are intended to be used as a resource in professional training, offering six hours of clear explanation and practical modeling of component skills. Because it is helpful to see how a method is practiced in various contexts, the tapes include clinical demonstrations of the skills of motivational interviewing, showing ten different therapists working with twelve clients who bring a variety of problems.

Motivational Interviewing – Training Video, A Tool for Learners

This video provides interactive lessons on the background, principles, and core skills of motivational interviewing. Included are 12 clinical vignettes demonstrate and provide clinical analysis. Appropriate audiences for this training include physicians and other medical professionals, mental health workers, probation officers or other criminal justice employees.

No Such Thing as a Bad Kid (Series)

Part One: The Power of a Strength-Based Approach in Reshaping the Lives of Children and Youth - Positive Strategies for Making a Difference

What is strength-based practice? The power of a positive attitude; strength based communication techniques including: reframing, asking solution-focused questions, and using inspirational metaphors; enhancing empathy and the need to avoid pejorative labeling; self-esteem building; creative self-management strategies; when and how to use incentives; respectful limit-setting; and helping young people who appear cognitively inflexible.

### Part Two: Managing Number One & Staying Motivated To Do the Job - How to Control Your Emotions and Feel Great About the Work

Identifying, normalizing, and learning from the difficult feelings that often arise; managing self-esteem injuries using the observing ego; checking baggage at the door; understanding why lack of support - at work or at home - can lead to punitive actions, and how to cope when support is insufficient; and a new perspective on success with children and youth grappling with serious emotional and behavioral challenges.

### Part Three: The Art of Communicating with Children and Youth Presenting Emotional and Behavioral Challenges - Core Verbal Interventions for Engaging and Forging Connections

Three key de-escalation strategies that help professionals to respond instead of react to troublesome behavior; pre-talk considerations and the power of engagement; twelve core verbal interventions that forge meaningful connections; and why and how to take humor seriously.

Recovery is Possible: Bipolar Disorder

In conjunction with The National Alliance on Mental Illness’ (NAMI) Mental Illness Awareness week, the Missouri Institute of Mental Health (MIMH) and NAMI-Saint Louis are collaborating to celebrate the theme of “Recovery is Possible.” Our goal is to help de-stigmatize mental illness, describe how persons with mental illness can “recover,” and in this DVD, will explain the symptoms of Bipolar disorder. The program will feature both professionals and consumers talking about their experiences.

Sandra Bloom - Book Trio (Building Trauma-Informed Systems of Care)

Book #1 – Creating Sanctuary: **Creating Sanctuary** is a description of a hospital-based program to treat adults who had been abused as children and the revolutionary knowledge about trauma and adversity that the program was based upon. This book focuses on the biological, psychological, and social aspects of trauma. Fifteen years later, Dr. Sandra Bloom has updated this classic work to include the groundbreaking Adverse Childhood Experiences Study that came out in 1998, information about Epigenetics, and new material about what we know about the brain and violence.

Book #2 – Destroying Sanctuary: For the last thirty years, the nation's mental health and social service systems have been under relentless assault, with dramatically rising costs and the fragmentation of service delivery rendering them incapable of ensuring the safety, security, and recovery of their clients. The resulting organizational trauma both mirrors and magnifies the trauma-related problems their clients seek relief from. Just as the lives of people exposed to chronic trauma and abuse become organized around the traumatic experience, so too have our social service systems become organized around the recurrent stress of trying to do more under greater pressure: they become crisis-oriented, authoritarian, disempowered, and demoralized, often living in the present moment, haunted by the past, and unable to plan for the future.

Complex interactions among traumatized clients, stressed staff, pressured organizations, and a social and economic climate that is often hostile to recovery efforts recreate the very experiences that have proven so toxic to clients in the first place. Healing is possible for these clients if they enter helping, protective environments, yet toxic stress has destroyed the sanctuary that our systems are designed to provide.

This thoughtful, impassioned critique of business as usual begins to outline a vision for transforming our mental health and social service systems. Linking trauma theory to organizational function, Destroying Sanctuary provides a framework for creating truly trauma-informed services. The organizational change method that has become known as the Sanctuary Model lays the groundwork for establishing safe havens for individual and organizational recovery. The goals are practical: improve clinical outcomes, increase staff satisfaction and health, increase leadership competence, and develop a technology for creating and sustaining healthier systems. Only in this way can our mental health and social service systems become empowered to make a more effective contribution to the overall health of the nation.

Book #3 – Creating Sanctuary: This is the third in a trilogy of books that chronicle the revolutionary changes in our mental health and human service delivery systems that have conspired to disempower staff and hinder client recovery. Creating Sanctuary documented the evolution of The Sanctuary Model therapeutic approach as an antidote to the personal and social trauma that clients bring to child welfare agencies, psychiatric hospitals, and residential facilities. Destroying Sanctuary details the destructive role of organizational trauma in the nation's systems of care. Restoring Sanctuary is a user-friendly manual for organizational change that addresses the deep roots of toxic stress and illustrates how to transform a dysfunctional human service system into a safe, secure, trauma-informed environment.

At its heart, The Sanctuary Model represents an organizational value system that is committed to seven principles, which serve as anchors for decision making at all levels: non-violence, emotional intelligence, social learning, democracy, open communication, social responsibility, and growth and change. The Sanctuary Model is not a clinical intervention; rather, it is a method for creating an organizational culture that can more effectively provide a cohesive context within which healing from psychological and socially derived forms of traumatic experience can be addressed. Chapters are organized around the seven Sanctuary commitments, providing step-by-step, realistic guidance on creating and sustaining fundamental change.

"Restoring Sanctuary" is a roadmap to recovery for our nation's systems of care. It explores the notion that organizations are living systems themselves and as such they manifest various degrees of health and dysfunction, analogous to those of individuals. Becoming a truly trauma-informed system therefore requires a process of reconstitution within helping organizations, top to bottom. A system cannot be truly trauma-informed unless the system can create and sustain a process of understanding itself.

Seeing the Glass Half Full: A Facilitator's Guide for Teaching Families Positive Behavior Management Techniques

This five-session parent training facilitate in-home behavior management techniques proven to be successful in working with individuals with intellectual and developmental disabilities.

*\*\* This DVD and CD-ROM workbook contains instructional written materials saved as PDF files*

The Principles and Practices of Building Community: A Seven Part Series by Thomas Pomeranz

Session 1: Skills of Courtesy – Quality of Interaction

Dr. Tom Pomeranz provides participants with a key to a world in which all people are allowed to have a valued life. The springboard for this presentation is founded in the maxim “an institution is not a place; it is a state of mind.” Tom explains that individuals who have few valued relationships and few things of value are living an “institutional life.” Through the telling of tales, Tom motivates the audience to look at the lives of people with disabilities through a new set of lenses. Viewers are urged to ask themselves “How would I treat myself under the most challenging of circumstances?”
Tom introduces the concept of “disabilityism” explaining how one’s behavior may unwittingly cause one to behave in a discriminatory manner. To prevent the insidious behavior of the disabilitist, Tom discusses a variety of tools – “skills of courtesy” that may be exercised to support others in improving the quality of their lives. The Universal Enhancement tools of smiling, giving, sharing of affect, humor, eye contact and speaking softly are but a few of the tools detailed.

Session 2: Age Appropriateness – Achieving Adult Status

In this informative and provocative session, Dr. Pomeranz decisively dispels the myth “they are children in adult bodies.” The implications of developmental age, mental age and mind of a three
year old will be thoroughly explored. Attendees will be introduced to a variety of age-appropriate training and leisure materials that are desired by individuals with developmental disabilities.

The argument that an age-appropriate lifestyle and opportunity for choice only apply to individuals with mild cognitive limitations or those who are verbal will be debunked. Emphasis will be placed on
the maxim “It’s not what people have, it’s what they don’t.” Through the sharing of tales, viewers will increase their sensitivity to adults with developmental disabilities utilizing age-appropriate media and behaviors. Deviancy-competency hypothesis will be discussed as to its importance in encouraging adults with developmental disabilities to select age-appropriate items.

Session 3: Supported Routines – Best Practive Strategies for a Fulfilling LIfe

In this lively and informative session, Dr. Pomeranz brings home the point that “habilitation is not a goal – it is a result”. People grow, develop and become more independent as a result of participating in meaningful life activities. Tom details how supports should be delivered to allow individuals with significant cognitive, physical and/or behavioral challenges to participate in all aspects of their life. The session provides participants with insight as to how our perceptions and expectations serve as barriers in providing support. The four supported routine outcomes (facilitating connections, maximizing independence, enhancing self-worth, and producing self-determination) are detailed and their life enhancing effects are reviewed. The maxim that “without a presence, there is no future” serves as the foundation for this session.

Session 4: Positive Behavioral Supports – Meeting Unmet Needs

Dealing with anger and its consequences is one of the most difficult and important challenges we face in supporting people with developmental disabilities. This presentation is focused to provide
attendees with “best practice approaches” which will assist them in supporting others in diminishing the causes of anger. It is through the tools and values of Universal Enhancement (UE) that we
support others in having a life free of the influences that tend to lead toward aggression and other forms of socially unacceptable behavior. In this presentation Dr. Pomeranz assesses the medical/biological, psychological/psychiatric and environmental influences of socially inappropriate behavior. Emphasis is placed on proactive strategies to identify and respond to the unmet needs of the individual. Limitations of classical behavior management approaches are discussed. Through example and short story Tom makes it clear that “anger communicates unmet need.”

Session 5: Universal Language – It’s All In How You Say It

Dr. Thomas Pomeranz discusses the importance of using Universal Language. Tom heightens the participant’s sensitivities to the impact of language in promoting respectful relationships. The evolution of slang references that devalue people is discussed. Numerous examples of insensitive language are presented with the Universal Language alternative. Tom emphasizes that the words and language that we use are a reflection of our belief system and
it is upon these beliefs that we base our actions. Thus Tom helps the participants gain a new insight into their inner beliefs about people with disabilities by increasing their awareness of the words
they use. Throughout the session, Tom provides attendees with strategies to master Universal Language as well as sensitively supporting others who struggle in using words of respect. It is the
outcome of this session “that the words and language we use in talking about our friends - the words and language they use in talking about us”, will serve as the standard in how we speak to
and about people with disabilities – “It’s all in how you say it.”

Session 6: Instructional Strategies

Dr. Pomeranz provides attendees with intensive hands on experience of best practice technology for facilitating skill acquisition. Through demonstration and role-play, attendees will enhance their skills in training “direct support professionals” in effectively teaching individuals: daily living, vocational, leisure, social and community participation skills. Dr. Pomeranz focuses the session on the fundamental strategies of promoting independence and self-determination. The instructional strategies address: verbal prompting, training materials usage, physical queuing, physical
prompting, backward chaining, graduated guidance, successive approximations, proximity control and environmental engineering. The session also reinforces the precept that an essential
responsibility of all support staff is to emancipate the individuals they support – from unnecessary dependence.

Session 7: Transition: From Consumer to Producer

Dr. Pomeranz provides participants with the values and vision that drive the Day Program from activities of little meaning (beads and string) to a content of meaningful activities that engender dignity and respect. Viewers will learn realistic and common sense approaches to significantly improve the quality of services, as well how to incorporate the objectives of the Individual Service Plan into the context of a work focused program.

The Reason I Jump: The Inner Voice of a 13 Year-Old Boy with Autism - Book

A journey into the mind of a remarkable 13-year-old Japanese boy with severe autism shares firsthand insights into a variety of experiences associated with the disorder, from behavioral traits and misconceptions to perceptions about the world and social awareness.Translated by David Mitchell and KA Yoshida.

Trauma 101: Understanding the Impact of Trauma

Many people, children and adults alike, suffer experiences that meet the definition of trauma. The impact of traumatic events on individuals varies but approximately one third of people experiencing trauma will require professional intervention. A definition of trauma is presented; the impact that trauma has on individuals described; and various ways to treat trauma introduced. Several evidence based interventions are included among the various treatment modalities discussed.

**LEADERSHIP/SUPERVISORY**

The Art of Persuasion - book

Winning without intimidation! How to master the art of positive persuasion in today's real world in order to get what you want, when you want it, and from whom you want it, including the difficult people you come across every day! The focus of this book is on the art of positive persuasion--winning people over to your side without intimidation. There is nothing manipulative here, just skills and techniques that will reflect the fact that you really like people and want them to like you.

The Challenges of Supervising Staff: Training for Front Line Managers in the Field of Developmental Disabilities
 In this DVD and CD-ROM workbook, you will view a new manager who

experiences difficulty discussing sensitive work-related issues with staff members. You will see how the new manager learns from her supervision and ultimately grows in her position.

Crucial Confrontations- book

Discover skills to resolve touchy, controversial, and complex issues at work and at home--now available in this follow-up to the internationally popular Crucial Conversations. Behind the problems that routinely plague organizations and families, you'll find individuals who are either unwilling or unable to deal with failed promises. Others have broken rules, missed deadlines, failed to live up to commitments, or just plain behaved badly--and nobody steps up to the issue. Or they do, but do a lousy job and create a whole new set of problems. Accountability suffers and new problems spring up. New research demonstrates that these disappointments aren't just irritating, they're costly--sapping organizational performance by twenty to fifty percent and accounting for up to ninety percent of divorces. Crucial Confrontations teaches skills drawn from 10,000 hours of real-life observations to increase confidence in facing issues like: An employee speaks to you in an insulting tone that crosses the line between sarcasm and insubordination. Now what? Your boss just committed you to a deadline you know you can't meet--and not-so-subtly hinted he doesn't want to hear complaints about it. Your son walks through the door sporting colorful new body art that raises your blood pressure by forty points. Speak now, pay later...

Crucial Conversations - book

Crucial Conversations] draws our attention to those defining moments that literally shape our lives, our relationships, and our world. Crucial Conversations exploded onto the scene and revolutionized the way millions of people communicate when stakes are high. This new edition gives you the tools to: Prepare for high-stakes situations Transform anger and hurt feelings into powerful dialogue Make it safe to talk about almost anything Be persuasive, not abrasive

First, Break All the Rules- book

The greatest managers in the world seem to have little in common. They differ in sex, age, and race. They employ vastly different styles and focus on different goals. Yet despite their differences, great managers share one common trait: They do not hesitate to break virtually every rule held sacred by conventional wisdom. They do not believe that, with enough training, a person can achieve anything he sets his mind to. They do not try to help people overcome their weaknesses. They consistently disregard the golden rule. And, yes, they even play favorites. This amazing book explains why.

FISH! – Catch the Energy. Release the Potential. – Team Package

**Learning Benefits:** FISH! has been called an antidote to cynicism, depression, burnout and anger. Our clients are using it for nearly every issue facing business today: leadership, orientation, teamwork, retention, creativity, customer service, quality improvement, change—anything involving human interaction.  The video pack includes: DVD, Guide Book, Participant Workbook, and Playbook.

The FIVE Dysfunctions of a Team: A Leadership Fable Team Package (includes 7 books, 2 field guides, and a team assessment)

Lencioni’s riveting tale about a CEO serves as a timeless reminder that leadership requires as much courage as it does insight. Throughout the story, Lencioni reveals the five dysfunctions that go to the very heart of why teams–even the best ones–often struggle. He outlines a powerful model and actionable steps that can be used to overcome these common hurdles and build a cohesive, effective team. Just as with his other books, Lencioni has written a compelling fable with a deceptively simple yet powerful message for all those who strive to be exceptional team leaders.

For the Love of It- book

Loving your job has less to do with the work itself than the attitude you bring to it.
During his long career with National Geographic, Dewitt Jones has photographed people around the world who love what they do. In his film, *For the Love of It*, he draws on lessons he has learned to help you find the positive in all that you do.
*For the Love of It*will help you build a more engaged team. You’ll provide better service and solve more problems. Your team will come to work ready to make a contribution and leave with a deep fulfillment. And it all starts with attitude.

Good to Great- book

The Challenge Built to Last, the defining management study of the nineties, showed how great companies triumph over time and how long-term sustained performance can be engineered into the DNA of an enterprise from the verybeginning. But what about the company that is not born with great DNA? How can good companies, mediocre companies, even bad companies achieve enduring greatness? The Study For years, this question preyed on the mind of Jim Collins. Are there companies that defy gravity and convert long-term mediocrity or worse into long-term superiority? And if so, what are the universal distinguishing characteristics that cause a company to go from good to great? The Standards Using tough benchmarks, Collins and his research team identified a set of elite companies that made the leap to great results and sustained those results for at least fifteen years.

Ice Breakers/Games/Activities - Variety of Books

Includes:

* *The Big Book of Humorous Training Games*

Categorized by topic area

* *Quick Emotional Intelligence Activities for Busy Managers*

50 Exercises each just 15 minutes

* *Over 600 Ice-breakers & Games*

Games and questions for teams and small groups

* *Quick Team-Building Activities for Busy Managers*

50 Exercises each just 15 minutes

Interviewing Skills for Managers: A Training Tool for All Managers

Good staff lead to good programs and it all starts with the interview. This DVD will teach the manager how to be a better interviewer. This training program also provides interviewing tips and specific questions to ask to assess various skills.

*\*\* This DVD and CD-ROM workbook contains instructional written materials saved as PDF files*

It’s Not About You- book

The book is a new parable about leadership and the power of positive persuasion. In this inspirational parable, we learn about the power of influence and positive persuasion. We learn the critical principle so many people in positions of power fail to grasp: it's not about me, it's about you. This book will resonate with anyone who wants to understand genuine leadership and subtle influence.

Lencioni Leadership Fable Books:

- *The Advantage*

There is a competitive advantage out there, arguably more powerful than any other. Is it superior strategy? Faster innovation? Smarter employees? No, Patrick Lencioni, argues that the seminal difference between successful companies and mediocre ones has little to do with what they know and how smart they are and more to do with how healthy they are. Simply put, an organization is healthy when it is whole, consistent and complete, when its management, operations and culture are unified.  Healthy organizations outperform their counterparts, are free of politics and confusion and provide an environment where star performers never want to leave. Lencioni’s first non-fiction book provides leaders with a groundbreaking, approachable model for achieving organizational health, one that maximizes human potential and aligns the organization around a common set of principles.

*- DEATH by Meeting*

This book centered around a cure for the most painful yet underestimated problem of modern business: bad meetings.  And what he suggests is both simple and revolutionary. Lencioni provides a framework for his groundbreaking model, and makes it applicable to the real world.  Death by Meeting is nothing short of a blueprint for leaders who want to eliminate waste and frustration among their teams, and create environments of engagement and passion

*- The FIVE Temptations of a CEO*

Lencioni deftly told the tale of a young CEO who, facing his first annual board review, knows he is failing, but doesn't know why. Refreshingly original and utterly compelling, this razor-sharp novelette plus self-assessment (written to be read in one sitting) serves as a timeless and potent reminder that success as a leader can come down to practicing a few simple behaviors that are painfully difficult for each of us to master. Any executive can learn how to recognize the mistakes that leaders can make and how to avoid them.

*- The FOUR Obsessions of an Extraordinary Executive*

Lencioni offers up another leadership fable that's every bit as compelling and illuminating as its predecessor. This time, Lencioni's focus is on a leader's crucial role in building a healthy organization--an often overlooked but essential element of business life that is the linchpin of sustained success.  Lencioni helps his readers understand the disarming simplicity and power of creating organizational health, and reveals four key disciplines that they can follow to achieve it.

*- Getting Naked*

Lencioni presents what may be his most engaging, humorous book yet. Getting Naked tells the remarkable story of a management consultant who is trying desperately to merge two firms with very different approaches to serving clients. One relies on vulnerability and complete transparency; the other focuses on proving its competence and protecting its reputation for intellectual prowess. In the process of managing the merger, the consultant is forced to learn life-changing lessons that prove to be as relevant as they are painful.as he does in his other books, Lencioni provides readers with concepts that are accessible and compelling. Here, he explains the three fears that provoke service providers—whether they are internal consultants, sales people, financial advisors, or anyone else serving long-term clients—to unknowingly sabotage their ability to build trust and loyalty.

*- Silos, Politics and Turf Wars*

Silos devastate organizations, kill productivity, push good people out the door, and jeopardize the achievement of corporate goals. As with his other books, Lencioni writes Silos, Politics, and Turf Wars as a fictional—but eerily realistic—story. The story is about Jude Cousins, an eager young management consultant struggling to launch his practice by solving one of the more universal and frustrating problems faced by his clients. Through trial and error, he develops a simple yet ground-breaking approach for helping them transform confusion and infighting into clarity and alignment. Lencioni's latest fable is as practical as it is engrossing. Anyone who has lived through corporate turf wars or experienced the absurdity of departmental politics will find Silos, Politics, and Turf Wars an invaluable resource

*- The Three Signs of a Miserable Job*

Lencioni takes on a topic that almost everyone can relate to: the causes of a miserable job. Millions of workers, even those who have carefully chosen careers based on true passions and interests, dread going to work, suffering each day as they trudge to jobs that make them cynical, weary, and frustrated. It is a simple fact of business life that any job, from investment banker to dishwasher, can become miserable. Through the story of a CEO turned pizzeria manager, Lencioni reveals the three elements that make work miserable -- irrelevance, immeasurability, and anonymity -- and gives managers and their employees the keys to make any job more fulfilling.  It covers the benefits of managing for job fulfillment within organizations -- increased productivity, greater retention, and competitive advantage

Running Effective Meetings: An Essential Training Tool for Front Line Managers in the Field of Developmental Disabilities

This DVD and CD-ROM workbook (contains instructional written materials saved as PDF files) are in integral part of the Front Line Management Series. Running effective meetings is one of the most essential skills that managers need to develop to become successful leaders. In this DVD, you will see a seasoned manager, Matt, run an effective meeting by implementing a number of techniques to ensure that the meeting is productive.

*\*\* This DVD and CD-ROM workbook contains instructional written materials saved as PDF files*

Staff Retention: Retaining Staff in the Field of Developmental Disabilities

Retaining good employees is among the most essential ingredients for a successful person- centered organization. Through first person interviews of supervisors and their staff, this will provide insight into the tools and techniques that can be used by supervisors and managers to maximize staff retention in their organization.

*\*\* This DVD and CD-ROM workbook contains instructional written materials saved as PDF files*

Creating Sanctuary Toward The Evolution Of Sane Societies

Restoring Sanctuary A New Operating System

Destroying Sanctuary The Crisis In Hum Services

XL Accelerate R8

Motivational Interviewing in Groups

An invaluable clinical resource this volume focuses on infusing the methods and spirit of motivational interviewing (MI) into group-based interventions. MI groups offer a powerful means of moving past therapeutic impasses and building momentum for change.

Seeking Safety Workbook

A Treatment Manual for PTSD and Substance Abuse

Positive Behavior Support Box of contents

Training Curriculum Third Edition

Dennis Reid, Marsha Parsons, David Rotholz.